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BEFORE THE ARIZONA CORPORATION COMMISSION

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CHAIRMAN
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Arizona Corporation Commission
DOCKETED
OCT 15 1999
DOCKETED BY

IN THE MATTER OF US WEST COMMUNICATIONS, INC.'S COMPLIANCE WITH § 271 OF THE TELECOMMUNICATIONS ACT OF 1996

Docket No. T-00000B-97-238

COX ARIZONA TELCOM, LLC.'S SUPPLEMENTAL COMMENTS ON OSS TEST PLAN PERFORMANCE MEASUREMENTS

Cox Arizona Telcom, L.L.C. ("Cox") submits the following supplemental comments on to OSS Test Plan Performance Measures.[1]

A. GENERAL COMMENTS

1. An initial audit of the Performance Measurements should be performed to ensure that US WEST's reporting procedures are sound and that data collection and reporting are timely, accurate and complete. The Initial Audit must include all systems, processes and procedures associated with the production and reporting of performance measurement results. A third party auditor should complete this audit of Performance Measurements. US WEST and the CLECs should jointly select the third party auditor. Costs for the Initial Audit should be borne by US WEST.

2. Cox is proposing new measurements and modifications to existing measures that are designed to complete the service list of performance measurements. [*See*

[1] Attached at Attachment 3 is a proposed glossary of terms related to the Master Test Plan.

Attachment 1 (Matrix setting forth additional performance measures); Attachment 2 (Matrix setting forth information on performance measures contained in the current Master Test Plan Appendix B and Cox's comments on same)] For example, Cox proposes a new Permanent Number Portability (PNP) measure that will address PNP network provisioning failures. The focus of Cox's proposed additional measurements is to ensure key measurements are in place to address US WEST's quality assurance mechanisms regarding system availability and access. Many of the added measurements address the level of disaggregation needed to adequately measure performance within service groups, which are not currently represented in Appendix-B.

3. Appendix-B does not include clear and inclusive business rules and exclusions for all indicators. There needs to be a geographic reporting indicator and a reporting period for each measurement. Many of performance measurements do not indicate types of service, orders, interfaces or centers to be used for reporting. These indicators should be added for all performance measurements in Appendix-B.

4. The US WEST affiliates' information should be included in the raw data to allow an analysis of how US WEST treats its affiliates compared to the treatment US WEST provides CLECs. Without including the affiliate information, any raw data received could wrongly suggest that a CLEC is receiving above-parity service. US WEST's raw data should include US WEST affiliates such as resellers, CMRS, PCS, and other wireless providers, and any other affiliated company of US WEST.

CLECs should be allowed to review US WEST's core business data ***and*** affiliate data on a monthly basis. This review is necessary to ensure that no unequal market access share was gained by US WEST through above-parity treatment in favor of their affiliated companies. Without access to both the US WEST core business data and the US WEST affiliate data, CLECs would have only a portion of the information necessary to judge whether parity service was being provided.

B. SPECIFIC INDICATORS

1. Indicator Numbers GA-1, GA-2

During the first Arizona Master Test Plan Workshop held September 30 through October 1, 1999 US WEST did not make clear at what point the availability of the gateway interface is being measured. Cox proposes the following related new measurements to clarify the performance of US WEST and to add necessary levels of disaggregation: Percentage of Time Interface is Available, Average Notification of Outages and Center Responsiveness.

2. Indicator Number OP-8

This measurement should be reported by Residential and Business conversions separately.

3. Indicator Number MR-5

The service group types for this measure should include NXX Code Openings and Local, Interim and Permanent Number Portability.

4. Indicator Number MR-6

The description of this measure– and the exclusions – list the same components. The description includes customer caused trouble reports due to equipment, education, inside wire and no access as a part of the measurement, and these same reasons are included as exclusions. Customer caused delays should be excluded.

The Service group types for this measure also should include NXX Code Openings and Local, Interim and Permanent Number Portability.

5. Indicator Numbers MR-7, MR-8

The service group types for this measure also should include NXX Code Openings and Local, Interim and Permanent Number Portability.

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6. Indicator Number BI-1

The service group types for this measure should include billing type disaggregation by Resale, UNE's and switched access.

7. Indicator Number BI-2

The service group types for this measure should include billing type disaggregation by Resale, UNE's and Facilities/Interconnection.

8. Indicator Number BI-3

The service group types for this measure should include billing type disaggregation by Resale, UNE's and Facilities/Interconnection.

Billing indicators do not address measurements of "Usage," "Non-Recurring Charge" and "Recurring Charge."

9. Indicator Number ES-1

It is Cox's understanding that US WEST provides direct gateway access to 911 database that allows individual CLEC's to submit a 911 update directly to the 911 database without a service order. As individual CLEC updates are received for the 911 database this information could be captured for disaggregation by CLEC.

10. Indicator Number CP-1

There was considerable discussion during the Arizona Master Test Plan Workshop 3 on September 30 through October 1, 1999, regarding the definition of "a due date missed". In the description to this indicator, it states that "a due date missed for standard categories of customer reasons is counted as met." A miss of any type is a "miss", and therefore should be counted as such. A miss due to customer's reasons should be excluded from the measure.

Collocation measurements CP-1 and CP-2 should include all types of collocation, and not be limited to physical and virtual. Both measurement results should include augments, cageless and shared collocation.

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11. Indicator Number DPO-1

Orders that are designed to flow-through should include the percentage of orders that flow through by service group type and order type on all electronic interfaces.

12. Indicator Number DPO-2

This measurement should not exclude non-electronic LSR's. The time interval of business days is too long of an interval to sufficiently evaluate performance. There should be disaggregation between orders sent electronically and handled electronically and those sent electronically and handled manually. Service group disaggregation should include Resale and Facilities based/UNE's.

13. Indicator Number DPO-4

Cox does not understand why this measure is categorized as diagnostic. US WEST supplies a FOC almost instantaneously for its own retail customers. This measurement is integral to accessibility and it should measure the average time from receipt of all service request to completing a firm order commitment. The measure as designed will only measure all orders "confirmed within a reporting period."

The reporting of this measure should include: all interfaces, faxes, projects, interconnection trunks, new and augment.

14. Indicator Numbers DPO-6, DPO-7

The measure sets a notification interval of 24 hours from the date and time orders are completed. However, orders that are fully electronic should have a notification interval average of 20 minutes, all other orders should have a notification average of 99% within 24 hours.

These measurements should be included as submeasures of OP-6.

15. Indicator Numbers DCP-2, DCP-3, DCP-4

All types of collocation should be included, not just physical and virtual. Results for augments, cageless and shared collocation should be measured separately.

C. PERFORMANCE MEASUREMENTS MATRIX

See Attachment 1. This matrix sets forth the performance measurements already included in the Master Test Plan ("MTP") and provides additional comments on those measures as follows:

Location	Title	Description
Column 1	Measurement Title	This information is from the MTP Appendix B
Column 2	Formula	This information is from the MTP Appendix B
Column 3	Description	This information is from the MTP Appendix B
Column 4	CLEC/ILEC Comments	This information primarily is from MTP Appendix B. There is an occasional additional comment noted by a bold "**CLEC**."
Column 5	Reported by Types of Services	This column contains Cox's comments on how each measure should be reported
Column 6	Geographic Reporting/Report Period	This column contains Cox's comments on how each measure should be reported
Column 7	Reporting Groups	This column contains Cox's comments on how each measure should be reported
Column 8	CLEC/ILEC Comments	This information sets forth Cox's Position on disaggregation, benchmarks and parity. It also attempts to summarize Cox's understanding of US West's position.

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D. ADDITIONAL MEASUREMENTS

See Attachment 2. This matrix sets forth Cox's proposed additional performance measurements and related information similar to the information set forth in Attachment 1. All of the information in this matrix is Cox's position.

Dated: October 15, 1999.

Respectfully submitted,

COX ARIZONA TELCOM. L.L.C.

By _____

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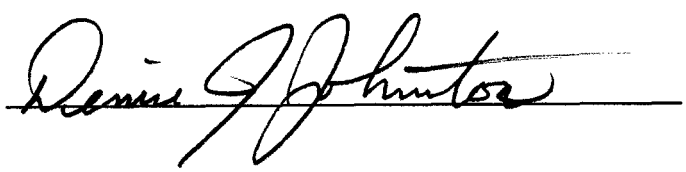

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Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity*
Pre-Ordering	*Core Pre-Order/Order Ind.*						
Indicator Number: PO-1 **Category:** **Pre-Order / Order** **Measure: Pre-Order / Order Response Times**	Electronic: Sum ((Query Response Date & Time)-(Query submission date & time)/(Number of Queries Submitted in Reporting Period) Faxes*: Sum (Fax Date & Time Returned) - (Fax Date & Time Received) / (Number of Faxes Submitted in Reporting Period) *Business date and time = business hours	**USW:** Measures the time interval between query and response for specified pre-order/order transactions through IMA. Results will be reported as follows: **CLEC:** The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of a query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.	Business Rules: Notes: Exclusions:	Due Date Reservation, Feature Availability, Address Validation, TN Reservation, CSRs, Dispatch status and Rejected and Failed Inquiries All Interfaces including Fax	State and Monthly.	CLEC, ILEC, ILEC Affiliate For manual process, only by CLEC, and ILEC Affiliate **CLEC's:** Disagg. by pre-order function is the reason for the measure **USW:**	**COMMENTS:** Critical Test Indicator **MEASUREMENTS** Parity **USW:** Retail analogue response time plus 10 seconds; or less than 10 seconds where the retail analogue response time is less than 10 seconds (where such transactions and comparisons exist)

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**CLEC/ILEC Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity**
Gateway Avail.							
GA-1 **Gateway Availability - via Human-to-Computer Interface (IMA)**	[Number of Hours and Minutes Gateway is Available to Competing Carriers During Reporting Period / Number of Hours and Minutes Gateway was Scheduled to be Available During Reporting Period] x 100	To evaluate the quality of CLEC access to the specified electronic gateway, focusing on the extent to which the gateway is actually available to CLECs. Measures the availability of the IMA (Interconnect Mediated Access) interface, reports the percentage of scheduled time the IMA Interface is available for view and/or input	Business Rules: Notes: Percentage is derived from sum of hours and minutes that the interface is actually available for processing divided by scheduled interface availability time. Exclusions: **CLEC** – Add system availability measure to measure back-end systems		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENTS:** 99.5% **USW:** 95% or more
GA-2 **Gateway Availability-via Computer-to-Computer Interface (EDI)**	[Number of Hours and Minutes Gateway is Available to Competing Carriers During Reporting Period/Number of Hours and Minutes Gateway was Scheduled to be Available During Reporting Period] x 100	To evaluate the quality of CLEC access to the specified electronic gateway, focusing on the extent to which the gateway is actually available to CLECs. Measures the availability of EDI (Electronic Data Interchange) interface, reports the percentage of scheduled time the EDI Interface is available for view and/or input.	Business Rules: Notes: Percentage is derived from sum of hours and minutes that the interface is actually available for processing divided by scheduled interface availability time. Currently, no CLECs are using the EDI interface. Results for this indicator will be reported beginning three months following the month in which combined CLEC activity in the state exceeds 1,000 local service requests submitted through the interface. Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENTS:** Benchmark 99.5% **USW:** 95% or more

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity*
Ordering and Provisioning							
OP-1 **Ordering and Provisioning Speed of Answer - Interconnect Provisioning Center**	Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / Total Calls Answered by Center during reporting period.	To evaluate the timeliness of CLEC access to USW's inter-connection provisioning center(s), focusing on how long it takes for calls to be answered. Measures the average time following the first ring to answer calls in the Interconnection Provisioning Center. Abandoned calls are tracked from first ring to time attempt was terminated. Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.	Business Rules: Notes: Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in the reporting period. Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENTS:** Parity with USW retail business office **USW** – Comparative Parity at 95%
OP-2 **Ordering and Provisioning Calls answered within twenty seconds - Interconnect Provisioning Center**	[(Total Calls Answered by Center within 20 seconds) / (Total Calls Answered by Center)] x 100	To evaluate the timeliness of CLEC access to USW's interconnection provisioning center(s), focusing on the extent to which calls are answered within twenty seconds. Measures the percentage of Interconnection Provisioning Center calls that are answered within twenty seconds of the first ring. Abandoned calls are tracked from first ring to the time attempt was terminated. Results are provided at a USW level of reporting; neither CLEC-nor state-specific results are available.	Business Rules: Notes: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received. Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENTS:** Parity with USW retail business office USW – Comparative Parity at 95%

Measurements and Formulas				*Levels of Disaggregation*			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
OP-3 **Ordering and Provisioning** **Installation Commitments Met (percent)**	[(Total Orders completed on Original Due Date) / (Total Orders Completed)] x 100	To evaluate the extent to which USW installs services for CLECs by the scheduled due date. Measures the percentage of orders for which the scheduled due date is met. Includes (inward) C, N, and T order types. Original due date matched by completion date is counted as a met due date. A due date missed for standard categories of customer reasons is counted as met. All orders assigned a due date by USW are measured, including orders with customer-requested due dates longer than the standard interval and orders with extended due dates assigned in conjunction with lack of facilities.	Business Rules: Note: The percent commitments met is obtained by dividing the total number of service orders completed on the original due date by the total number of service orders completed during the measurement period. Exclusions: Orders issued pending Right of Way or customer deposit. D, F and R order types.	Results for non-designed services (Residence POTS and Business POTS) will be disaggregated and reported according to orders involving: OP-3A Dispatches within MSAs OP-3B Dispatches outside MSAs OP-3C No dispatches. By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to installations: OP-3D In High Density areas; and OP-3E In Low Density areas.	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail operations for resale services, 98% for UNE, and interconnection **USW :** Unbundled Loops - 80% or more Resale – Comparative Parity with same retail service type at 95% confidence level

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity*
OP-4 **Ordering and Provisioning** **Installation Interval**	Σ[(Order Completion Date & Time) – (Order Application Date & Time)] / Total Number of Orders Completed	To evaluate the timeliness of USW's installation of services for CLECs, focusing on the average time to install service. Measures the average interval (in business days) between the application date and the completion date for service orders accepted and implemented. Includes only (inward) C, N, and T orders.	Business Rules: Notes: The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) by total number of service orders completed in the reporting period. A fraction of a day is rounded up or down to the nearest full day. The application date is day zero (0); the day following the application date is day one (1). Exclusions: Orders issued pending Right of Way or customer deposit. Orders with customer requested due dates greater than the current standard interval and intervals lengthened due to CLEC- and CLEC's customer-caused delays. D, F and R order types.	Results for non-designed services (Residence POTS and Business POTS) will be disaggregated and reported according to orders involving: OP-4A Dispatches within MSAs OP-4B Dispatches outside MSAs OP-4C No dispatches. By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to installations: OP-4D In High Density areas; OP-4E In Low Density areas.	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with U S WEST retail operations for resale and UNE-P. Parity with POTS Dispatch-In for unbundled loops. Parity with switched access trunks for interconnection and unbundled transport. **USW :** Unbundled Loops - 80% or more Resale – Comparative Parity with same retail service type at 95% confidence level

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity***
OP-5 **Ordering and Provisioning** **Installation Trouble Reports (percent)**	[(Total Number of New Installation-related Trouble Reports received within 30 Calendar Days of Order Completion) / (Total Number of New Installation Orders completed in the Reporting Period)] x 100	To evaluate accuracy of ordering and installation of services, focusing on the extent to which trouble reports related to new installations are generated. Measures Maintenance/Repair requests received within thirty (30) calendar days of a completed service provisioning order (N, C and T orders only) as a percentage of the total new installation related orders in the reporting period.	Business Rules: Notes: Percentage is calculated by dividing the total number of new installation-related trouble reports divided by the total number of installation orders received during the reporting period. Exclusions: Trouble reports found to be related to customer equipment, customer education, inside wire, and "no access." Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved).Trouble reports generated for internal USW system/network monitoring purposes	Results for non-designed services (Residence POTS and Business POTS) will be disaggregated and reported according to orders involving: OP-5A Dispatches within MSAs OP-5B Dispatches outside MSAs OP-5C No dispatches. By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to installations: OP-5D In High Density areas; OP-5E In Low Density areas.	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Tracking Indicator **MEASUREMENTS:** Parity with U S WEST retail operations for resale and UNE-P. Parity with POTS Dispatch-In for unbundled loops. Parity with switched access trunks for interconnection and unbundled transport. **USW :** Unbundled Loops – Analogue Parity at the 99% confidence level Resale – Comparative Parity with same retail service type at 95% confidence level

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity*
OP-6 **Ordering and Provisioning** **Delayed Days (average)**	∑[(Actual Completion Date of late order) – (Original Due Date of late order)] / (Total Number of Late Orders)	To evaluate the extent to which USW is late in installing services for CLECs, focusing on the average number of days that late orders are completed beyond the committed due date. Measures the average number of days service is delayed beyond the original due date for reasons attributed to USW.	Business Rules Notes: Average delayed days is derived by dividing the sum of all delayed days (associated with late orders) by the total number of orders with missed original due dates. Result is expressed in business days. Exclusions: Orders delayed due to Customer reasons are excluded.	Results for non-designed services (Residence POTS and Business POTS) will be disaggregated and reported according to orders involving: OP-6A Dispatches within MSAs; OP-6B Dispatches outside MSAs; and OP-6C No dispatches. By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops)will be disaggregated according to installations: OP-6D n High Density areas OP-6E In Low Density areas.	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with U S WEST retail operations for resale and UNE-P. Parity with POTS Dispatch-In for unbundled loops. Parity with switched access trunks for interconnection and unbundled transport. **USW :** TBD

Measurements and Formulas				*Levels of Disaggregation*			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity***
OP-7A/7B **Ordering and Provisioning Coordinated Cutover interval – Unbundled Loop**	∑[("Lay" time) – ("Lift" time)] / (Total Number of Coordinated Unbundled Loops Cutovers)	To evaluate the timeliness and convenience of coordinated cutovers of unbundled loops, focusing on the time actually involved in disconnecting the loop from the USW network and connecting it for the CLEC to use. Measures the average time to complete coordinated unbundled loop cutovers, based on intervals beginning with the "lift" time (when USW disconnects the loop) and ending with the "lay" time (when USW connects the unbundled loop to the CLEC).	Business Rules: Notes: The average cutover interval is obtained by dividing the sum of the individual times used for completing coordinated unbundled loop cutovers by the total number of cutovers completed in the reporting period. Unbundled Loop orders included in the formula for OP-7A will be those not associated with number portability, and orders included in the formula for OP-7B will be those associated with LNP. In both cases, only the coordinated cutover interval time of the loop will be reported (i.e., number portability interval, if any, will not be included). Exclusions: CLEC or Customer-caused delays or changes in cutover times.	Results for this measurement will be reported according to: OP-7A Unbundled Loops (without Number Portability) OP-7B Unbundled Loops (associated with LNP).	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Benchmark average of 5 min per loop **USW :** OP-7A - TBD OP-7B - TBD

Measurements and Formulas				***Levels of Disaggregation***			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
OP-8 **Ordering and Provisioning Coordinated Number Portability Timeliness (percent)**	OP-8A = ∑[("Frame Due" time or Scheduled Time) – (INP activation time)] / (Total Number of Coordinated INP Cutovers) OP-8B = [(Number of LNP triggers activated before the loop "lay" time) / (Total Number of LNP activations completed)] x 100	To evaluate the timeliness and convenience of coordinated cutovers of number portability, separately focusing on interim and long term local number portability. OP-8A – Coordinated Interim Number Portability (INP) Interval (average): Measures the average time to complete an Interim Number Portability cutover, based on a start time defined as the actual "frame due" time (if coordinated with unbundled loop) or the scheduled time (if no unbundled loop) and an ending time defined as the completion time of the INP activation. OP-8B – Coordinated Local Number Portability (LNP) Timeliness (percent): Measures the percentage of LNP triggers activated on time, as defined by the completion of the associated unbundled loop cutover (the "lay" time for the loop, as described under indicator OP-7).	Business Rules Note: USW controls the start and completion of INP cutovers; whereas, for LNP, USW controls only the activation of LNP triggers and CLECs control the completion of LNP cutovers. Exclusions: CLEC or Customer-caused delays or changes in cutover times.		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Benchmark - TBD **USW :** OP-8A – N/A to test OP-7B - TBD

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity*
OP-9 **Ordering and Provisioning Combined Coordinated Cutover Interval – Unbundled Loop and Number Portability (average)**	OP-9 = ∑[(Earlier of Loop "Lift" time or INP start time) – (Later of Loop "Lay" time or INP complete time)] / (Total Number of Coordinated Unbundled Loop with INP cutovers)	To evaluate the combined effect on customer out-of-service time from coordinated cutovers of both unbundled loops and interim number portability. Measures the Average time (beginning to end) to complete a coordinated cutover of an unbundled loop combined with Interim Number Portability.	Business Rules: Notes: Exclusions: CLEC or Customer-caused delays or changes lengthening cutover intervals.		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Benchmark - TBD **USW :** N/A to test

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**CLEC/ILEC Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity**
Maintenance & Repair							
MR-1 **Speed of Answer – Interconnect Repair Center (average)**	Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / Total Calls Answered by Center.	To evaluate timeliness of CLEC access to USW's interconnection repair center(s), focusing on how long it takes for calls to be answered. Measures the average time following the first ring to answer calls in the Interconnection Repair Center, which handles Wholesale calls only. Abandoned calls are tracked from first ring to time attempt was terminated. Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.	Business Rules: Notes: Average Speed of Answer is obtained by dividing the sum of times to answer calls by the total number of calls received. Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENTS:** Parity with USW repair center **USW :** Comparative Parity at 95% confidence level.
MR-2 **Calls Answered within 20 seconds – Interconnect Repair Center (percent)**	[(Total Calls Answered by Center within 20 seconds) / (Total Calls Answered by Center)] x 100	To evaluate of CLEC access to USW's interconnection repair center(s), focusing on the number of calls answered within twenty seconds. Measures the percentage of Interconnection Repair Center calls answered within twenty seconds of the first ring. Abandoned calls are tracked from first ring to time attempt was terminated. Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.	Business Rules: Notes: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received. Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENTS:** Parity with USW repair center **USW :** Comparative Parity at 95% confidence level.

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity*
MR-3 **Out of Service Cleared within 24 hours – Non Designed Repair Process (percent)**	**(Number of Out of Service Trouble Reports Resolved within 24 hours) / (Total Number of Out of Service Trouble Reports Received) x 100**	To evaluate timeliness of repair for non-designed services, focusing on cases where the out of service cases were resolved within the standard estimate for non-designed services (i.e., 24 hours for out-of-service conditions). Measures the percent of Non-designed service trouble reports cleared within 24 hours of a call from a CLEC, or from a USW end user retail customer, to USW. Time measured is from date and time of receipt to date and time trouble is indicated as cleared. Includes only out of service (OOS) trouble reports, which are defined as the inability to initiate or receive calls.	Business Rules Note: Percentage is obtained by dividing the total number of OOS reports resolved within 24 hours by the total number of OOS reports received during the measurement period. Exclusions: Trouble reports found to be related to customer equipment, customer education, inside wire, and "no access." Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved). Trouble reports generated for internal USW system/network monitoring purposes	Results will be disaggregated and reported according to trouble reports involving: MR-3A Dispatches within MSAs; MR-3B Dispatches outside MSAs; and MR-3C No dispatches. By December 1999, results for Unbundled Loops will be disaggregated according to trouble reports: MR-3D In High Density areas; and MR-3E In Low Density areas.	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail **USW :** Comparative Parity at 95% confidence level.

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
MR-4 **All troubles Cleared within 48 hours – Designed Repair Process (percent)**	[(Total Maintenance Reports Completed within 48 hours) / (Total Maintenance Reports Received)] x 100 Percentage is obtained by dividing the total number of reports completed in 48 hours or less by the total number of trouble reports received during the measurement period.	To evaluate timeliness of repair for non-designed services, focusing on trouble cases of all types (both out of service and service affecting) and on the number of such cases resolved within the standard estimate for non-designed services (i.e., 48 hours for service-affecting conditions). Measures the percent of Non-designed service trouble reports cleared within 48 hours of a call from a CLEC, or from a USW end user retail customer, to USW. Time measured is from date and time of receipt to date and time trouble is indicated as cleared. Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.	Business Rules: Notes: Exclusions: Trouble reports found to be related to customer equipment, customer education, inside wire, and "no access." Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved). Trouble reports generated for internal USW system/network monitoring purposes	Results for non-designed services will be disaggregated and reported according to trouble reports involving: MR-4A Dispatches within MSAs; MR-4B Dispatches outside MSAs; and MR-4C No dispatches. By December 1999, results for Unbundled Loops will be disaggregated according to trouble reports: MR-4D In High Density areas; and MR-4E In Low Density areas.	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail **USW :** Diagnostic

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
MR-5 **All troubles Cleared within 4 hours – Designed Repair Process (percent)**	[(Number of Trouble Reports Resolved within 4 hours) / (Total Trouble Reports Received)] x 100	To evaluate timeliness of repair for designed services, focusing on all trouble cases of all types (including out of service and service affecting troubles) and on the number of such cases resolved within the standard estimate for designed services (i.e., 4 hours). Measures the percentage of trouble reports for designed services that are cleared within four hours of a call from a CLEC, or from a USW end user retail customer, to USW. Time measured is from date and time of receipt to date and time trouble is cleared.	Business Rules: Notes: Percentage is obtained by dividing the total number of trouble reports completed in four hours or less by the total number of trouble reports received during the measurement period. Exclusions: Trouble reports found to be related to customer equipment, customer education, inside wire, and "no access." Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved). Trouble reports generated for internal USW system/network monitoring purposes	SGT (including LNP) and NXX Code Opening Troubles	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail. UNE-P and UNE. Parity with switched access trunks for interconnection **USW :** Resale (designed) Comparative Parity at the 95 confidence level.

Arizona: Existing Master Test Plan Performance Measurements for OSS

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity*
MR-6 **Mean Time to Restore (average)**	∑[(Date & Time of Repair Report) – (Date & Time of Repair Completion)] / (Total number of repair reports)	To evaluate timeliness of repair, focusing how long it takes to restore services to proper operation. Measures the average time to resolve requests for repair. All USW and customer-caused delays (no access, no available work force, etc.) are included. Includes customer direct, customer relayed, and test assist reports.	Business Rules: Notes: Mean Time to Restore is calculated by dividing the sum of time to resolve repair reports received during the measurement period by the total number of repair reports received. Exclusions: Trouble reports found to be related to customer equipment, customer education, inside wire, and "no access." Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved). Trouble reports generated for internal USW system/network monitoring purposes	Results for non-designed services (Residence POTS and Business POTS) will be disaggregated and reported according to repairs involving: MR-6A Dispatches within MSAs; MR-6B Dispatches outside MSA's MR-6C No dispatches. By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to repairs: MR-6D In High Density areas; and MR-6E In Low Density areas. SGT (including LNP) and NXX Code Opening Troubles	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail. UNE-P and UNE. Parity with switched access trunks for interconnection **USW :** Unbundled Loops: Analogue Parity at the 99% confidence level with the analogue consisting of Mean Time to Restore for POTS retail service Resale: Comparative Parity with the same retail service type at the 95% confidence level.

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity*
MR-7 **Repair Repeat Rate (percent)**	(Total repeated repair reports occurring within 30 days of initial trouble report) / (Total number of Trouble Reports in the reporting period).	To evaluate the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 days). Measures the percentage of repair reports that are repeated within 30 days. Includes USW network or system caused reports. Includes reports due to USW network or system causes, customer-direct and customer-relayed reports.	Business Rules: Note: The percentage is calculated by dividing the total number of repeated repair reports received during the measurement period by the total number of trouble reports received during the reporting period. Exclusions: Trouble reports found to be related to customer equipment, customer education, inside wire, and "no access." Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved). Trouble reports generated for internal USW system/network monitoring purposes	Results for non-designed services (Residence POTS and Business POTS) will be disaggregated and reported according to repeat repair reports involving: MR-7A Dispatches within MSAs; MR-7B Dispatches outside MSAs; and MR-7C No dispatches. By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to repeat repair reports: MR-7D In High Density areas; and MR-7E In Low Density areas. SGT (including LNP) and NXX Code Opening Troubles	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail. UNE-P and UNE. Parity with switched access trunks for interconnection **USW :** <u>Unbundled Loops:</u> Analogue Parity at the 99% confidence level with the analogue consisting of Repair Repeat Report Rate (MR-7) for POTS retail service <u>Resale:</u> Comparative Parity with the same retail service type at the 95% confidence level.

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
MR-8 **Trouble Rate (Percent)**	[(Total number of trouble reports involving the specified service grouping) / (Total number of the specified services that are in service in the reporting period)] x 100	To evaluate the overall rate of trouble reports as a percentage of the total installed base of the service or element for which this indicator is reported. Measures CLEC-specific trouble report rate of occurrences per 100 lines in service. CLEC must have a minimum of 100 lines in service.	Business Rules: Note: Percentage is based on total number of reports divided by total number of services that are in service in the reporting period. Exclusions: Trouble reports found to be related to customer equipment, customer education, inside wire, and "no access." Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved). Trouble reports generated for internal USW system/network monitoring purposes	Results for non-designed services (Residence POTS and Business POTS) will be disaggregated and reported according to trouble reports involving: MR-8A Dispatches within MSAs; MR-8B Dispatches outside MSAs; and MR-8C No dispatches. By December 1999, results for designed services (DS0, DS1, DS3, LIS trunks, and Unbundled Loops) will be disaggregated according to trouble reports: MR-8D In High Density areas; and MR-8E In Low Density areas. SGT (including LNP) and NXX Code Opening Troubles	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail. UNE-P and UNE. Parity with switched access trunks for interconnection **USW :** Unbundled Loops: Analogue Parity at the 99% confidence level with the analogue consisting of Trouble Rate (MR-8) for POTS retail service Resale: Comparative Parity with the same retail service type at the 95% confidence level.

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity*
Billing							
BI-1 **Mean Time to Provide USW-Recorded Usage Records (average)**	Σ(Date Record Transmitted - Date Usage Recorded)/(Total number of records	To evaluate the timeliness with which USW provides recorded usage records to CLECs. Measures the average time interval from date of recorded usage to date usage records are transmitted to CLECs.	Business Rules: Notes: Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail. **USW :** 5 or fewer calendar days
BI-2 **Mean Time to Deliver Invoices (average)**	Σ(Bill Transmission Date - Bill Close Date)/(Total Number of Bills)	To evaluate the timeliness with which USW delivers EDI-formatted bills to CLECs. Measures the average number of days between the bill date and bill delivery.	Business Rules: Notes: Exclusions:	Resale, UNE (Intra and InterLATA, etc.), Facilities/Interconnection	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Benchmark – 99% within 10 days **USW :** 10 or fewer calendar days
BI-3 **Billing Accuracy – Adjustments for Errors (under development)**	Σ(Billed Amounts Adjusted for Errors)/(Total Related Billed Amounts in Reporting Period)	To evaluate the accuracy with which USW bills CLECs, focusing on the percentage of billed revenue adjusted due to errors. Measures the billed revenue adjusted off bills due to errors, as a percentage of total billed revenue.	Business Rules: Notes: Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Benchmark – 95% **USW :** TBD

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
Database Updates							
ES-1 **ALI Database Updates Completed within 24 hours (percent)**	[(Total number of ALI Database batch updates transmitted within 24 hours of service order completion) / (Total number of updates)] x 100	To evaluate the degree to which batch updates for the ALI database are transmitted for update within the prescribed interval (24 hours). Measures the percentage of batch updates to the ALI Database accomplished within 24 hours of new or change service order completion. CLEC-specific results are not available	Business Rules: Notes: Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** **CLEC's:** Parity with USW retail. **USW :** 99% or more
ES-2 **911/E911 Emergency Services Trunk Installation Interval (average)**	Σ[(Order Completion Date & Time) - (Order Application Date & Time)] / (Total Number of Orders Completed in Reporting Period)	To evaluate the timeliness of installation of emergency services trunks. Measures the average time (in business days) between the application date and the completion date for the 911 or E911 trunk installations ordered. Includes (inward) C, N, and T order types.	Business Rules: Notes: Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW internal intervals **USW :** Not Stated, because ES trunks are not being tested

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity*
DA-1 **Directory Assistance Speed of Answer – Directory Assistance**	Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / (Total Calls Answered by Center)	To evaluate timeliness of customer access to USW's Directory Assistance operators, focusing on how long it takes for calls to be answered. Measures the average time following first ring when a call is first picked up by the (USW) agent to answer Directory Assistance calls. First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.	Business Rules: Notes: Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month. Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENTS:** Parity with USW internal intervals **USW :**
DA-2 **Directory Assistance Calls Answered within Ten Seconds – Directory Assistance**	[(Total Calls Answered by Center within 10 seconds) / (Total Calls Answered by Center)] x 100	To evaluate timeliness of customer access to USW's Directory Assistance Operators, focusing on the number of calls answered within ten seconds. Measures the percent of Directory Assistance calls that are answered within ten seconds of the first ring by the (USW) agent. First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.	Business Rules: Notes: Percentage is derived from total number of calls answered within 10 seconds divided by total number of calls received Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENTS:** Parity with USW internal intervals **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity*
OS-1 **Operator Services Speed of Answer – Operator Services**	Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / (Total Calls Answered by Center)	To evaluate timeliness of customer access to USW's operators, focusing on how long it takes for calls to be answered. Measures the average time following first ring when a call is first answered by the USW agent to answer Operator Assisted calls. First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.	Business Rules: Notes: Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENTS:** Parity with USW internal intervals **USW :**
OS-2 **Operator Services Calls Answered within ten seconds – Operator Services**	[(Total Calls Answered by Center within 10 seconds) / (Total Calls Answered by Center)] x 100	To evaluate timeliness of customer access to USW's operators, focusing on the number of calls answered within ten seconds. Measures the percent of Operator Assisted calls answered within ten seconds of the first ring by the USW agent. First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.	Business Rules: Notes: Percentage is derived from total number of calls answered within 10 seconds divided by total number of calls received. Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** **MEASUREMENTS:** Parity with USW internal intervals **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity*
Network Performance							
NI-1 **Network Performance – Network Interconnection Trunk Blocking – Interconnection Trunks**	∑[(Blockage in Final Trunk Group of Specified Type)(Number of Circuits in Trunk Group)] / (Total Number of Final Trunk Circuits in all Final Trunk Groups)	To evaluate factors affecting completion of calls from USW end offices to CLEC end offices, focusing on average busy-hour blocking percentages in interconnection final trunks. Measures the percentage of trunks blocking in interconnection final trunks, reported by: NI-1A: Interconnection (LIS) trunks to USW tandem offices; NI-1B: Interconnection (LIS) trunks to USW end offices.	Business Rules: Notes: Actual average percentage of trunk blockage is calculated by dividing the equivalent average number of trunk circuits blocking by the total number of trunk circuits in final trunks of the type being measured. Final trunks are those that do not overflow calls to other trunk types when blocking. Exclusions: Toll trunks, non-final trunks, and trunks that are not connected to the public switched network Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** **MEASUREMENTS:** > 98% **USW :**
NI-2 **Network Performance – Network Interconnection Trunk Blocking – Local Interoffice ("Common") Trunks**	∑[(Blockage in Final Trunk Group of Specified Type)(Number of Circuits in Trunk Group)] / (Total Number of Final Trunk Circuits in all Final Trunk Groups)	To evaluate factors affecting completion of calls from USW end offices to other USW end offices, focusing on average busy-hour blocking percentages in local interoffice final trunks. Measures the percentage of trunks blocking in local interoffice final trunks, reported by: NI-2A Trunks connecting USW end offices to USW tandem offices; NI-2B Trunks connecting USW end offices to other USW end offices.	Business Rules: Notes: Actual average percentage of trunk blockage is calculated by dividing the equivalent average number of trunk circuits blocking by the total number of trunk circuits in final trunks of the type being measured. Final trunks are those that do not overflow calls to other trunk types when blocking. Exclusions: Toll trunks, non-final trunks, and trunks that are not connected to the public switched network.		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** MCI-WC: N/A to test **MEASUREMENTS:** **CLEC's:** Parity with USW **USW :**

Measurements and Formulas				*Levels of Disaggregation*			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
MODIFY CURRENT MEASURE **NI-2** **Percent Blocking on Common Trunks**	(Number of common transport trunk groups exceeding 2% blockage / total number of common transport trunk groups) x 100	Percent of local common transport trunk groups exceeding 2% blockage.	Business Rules: Notes: Exclusions:	Exception Reporting Only	Monthly	By CO and Trunk Type (e.g. EAS, Toll, InterLATA, 911, etc.) where individual trunk types can be distinguished Plus Histogram	**COMMENTS:** **MEASUREMENT:** Benchmark: 2% of trunk groups blocking at no more than 2%

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity*
Pre-Order/ Ordering (Diagnostic)							
DPO-1 **Pre-Order / Order Electronic Flow-through of Local Service Requests (LSRs) to the Service Order Processor**	[(Number of Electronic LSRs that pass from the Gateway Interface to the SOP as specified) / (Total Number of Electronic LSRs pass through the Gateway Interface)] x 100	To monitor the extent to which USW's processing of CLEC LSRs is completely electronic, focusing on the degree to which electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping. To make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals. Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without rejection or error and without any human intervention.	Business Rules: Notes: Exclusions: Rejected LSRs, non-electronic LSRs (e.g., via fax or courier).	Results for this indicator will be reported according to the gateway interface used to submit the LSR: DPO-1A LSRs received via IMA DPO-1B ASR/LSRs received via Exact DPO-1C LSRs received via EDI SGT (including LNP), SOT, and all electronic interfaces	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail USW :

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
DPO-2 **Pre-Order / Order LSR Rejection Notice Interval**	Σ [(Date and time of Rejection Notice transmittal) – (Data and time of LSR receipt)] / (Total number of LSR Rejection Notifications)	To monitor the timeliness with which USW notifies CLECs that electronic LSRs have been rejected, to make available diagnostic information to help address potential issues that might be raised by the core pre-order/order performance indicators. Measures the interval (in business days) between the receipt of an electronic Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons. Standard reasons for rejection include: missing/incomplete information; duplicate LSR; no valid contract; no valid end user verification; and miscellaneous CLEC data provisioning process errors. CLEC, USW, and state specific results are available. Included in the interval is time required for efforts by USW to work with the CLEC to avoid the necessity of rejecting the LSR.	Business Rules: Notes: Exclusions: Non-electronic LSRs.	Results for this indicator will be reported according to the gateway interface used to submit the LSR: DPO-2A LSRs received via IMA DPO-2B ASR/LSRs received via Exact DPO-2C LSRs received via EDI SGT: For this measure only by Resale, and Facilities based/UNEs. All Interfaces Including Faxes	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Electronic – Standard Avg. 20 min Electronically Received/Manually Handled – Standard Avg. 5 hours Manually received/Manually Handled – Standard – Avg. 10 hours. **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity***
DPO-3 **Pre-Order / Order LSRs Rejected**	[(Total number of LSRs rejected) / (Total number of LSRs received)] x 100	To monitor the extent to which electronic LSRs are rejected, as a percentage of all electronic LSRs to make available diagnostic information to help address potential issues that might be raised by the diagnostic indicator of LSR rejection notice intervals. Measures the percentage of electronic LSRs rejected (returned to the CLEC) for standard categories of errors/reasons. Reasons for rejection include: missing/incomplete information; duplicate ASR/LSR; no valid contract; no valid end user verification; and miscellaneous CLEC data provisioning process errors.	Business Rules: Notes: Exclusions: Non-electronic LSRs.	Results for this indicator will be reported according to the gateway interface used to submit the LSR: DPO-3A LSRs received via IMA DPO-3B ASR/LSRs received via Exact DPO-3C LSRs received via EDI	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
DPO-4 **Pre-Order / Order** **Firm Order Confirmation (FOC) Interval**	Σ[(Date and Time of FOC Notification) - (Date and Time of LSR Receipt)] / (Total Number of FOC Notifications transmitted).	To monitor the timeliness with which USW returns FOCs to CLECs, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals. Measures the average time for USW to provide a Firm Order Confirmation (FOC) in response to a customer LSR received from the CLEC. The interval measured is the period between USW's receipt of the LSR and USW's response with a FOC notification. FOC notifications measured are those associated with installation orders completed in the reporting period.	Business Rules: Notes: Exclusions:	Results for this indicator will be reported according to the electronic gateway interface or manual method used to submit the LSR: DPO-4A LSRs received via IMA DPO-4B LSRs received via Exact DPO-4C LSRs received via EDI DPO-4D LSRs received via Facsimile SGT (including LNP) and All Interfaces Including Faxes and by Project For Interconnection Trunks, disaggregation includes: New and Augment Disaggregated for Flow through requests only.	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** **Parity with USW retail** Fully Electronic/Flow Through: Standard - average of 20 minutes **Electronically Received/Manually Handled** Standard - average of 6 hours **Manually received/Manually Handled** Standard - average of 12 hours Interconnection Trunks Standard - Average 7 days (New) Standard – Average 5 days Average 4 days (Augment) **Interconnection Trunk Requests:** **Held and Denied –** Average Interval (reported as diagnostic result) **USW :**

Measurements and Formulas				*Levels of Disaggregation*			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
DPO-6 **Pre-Order / Order** **Order Completion Notifications Transmitted within 24 hours** **(Under Development**	[(Total Number of Completion Notifications Transmitted within 24 hours) / (Total Number of Orders Completed)] x 100	To report the timeliness of completion notifications, focusing on the percentage of notifications transmitted within 24 hours of the date and time orders are completed. Measures the number of completion notifications transmitted within 24 hours as a percentage of all orders completed in the reporting period:	Business Rules Notes: This performance indicator is under development for November 1999. The percentage is calculated by dividing the number of completion notifications transmitted to CLECs within 24 hours by the total number of orders completed in the reporting period. Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Benchmark – Fully Electronic Avg. 20 min. All other 99.5% within 24 hours. **USW :**
DPO-7 **Pre-Order / Order** **Order Completion Notification Interval (Under Development)**	Σ[(Date & Time of Completion Notice was Transmitted) – (Date & Time the Order was Completed)] / Number of Orders Completed	To report the timeliness of completion notifications, focusing on the time it takes for such notifications to be transmitted to CLECs. Measures the time interval between order fulfillment and transmission of the completion notification to the CLEC.	Business Rules Notes: The average notification interval is calculated by dividing the sum of the individual intervals measured for completion notification by the total number of orders completed in the reporting period. This performance indicator is under development for November 1999 Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Bench mark/Parity***
Ordering and Provisioning (Diagnostic)							
DOP-2 **Ordering and Provisioning** **Percent Delayed Orders Completed more than 15 days past the commitment date**	(Number of Orders Completed more than 15 days late) / (Total Number of Late Orders Completed in the Reporting Period)	To evaluate the extent to which delayed order completions were late beyond a specified interval (15 days), to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days. Measures the percentage of orders for which service is delayed more than fifteen days beyond the original due date for reasons attributed to USW. State-specific results will be reported for individual CLEC, aggregate CLECs, and USW retail customers.	Business Rules: Notes: Exclusions: CLEC or CLEC's Customer-caused delays. Orders issued pending: Right of Way; facilities; or customer deposit are excluded.		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail for resale and UNE-P. Parity with retail POTS Dispatch in for unbundled loops **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
DOP-3 **Ordering and Provisioning** **Percent Orders Completed more than 90 days past the commitment date**	(Number of Orders Completed more than 90 days late) / (Total Number of Late Orders Completed in the Reporting Period)	To evaluate the extent to which delayed order completions were late beyond a specified interval (90 days), to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days. Measures the percentage of orders for which service is delayed more than ninety days beyond the original due date for reasons attributed to USW. State-specific results will be reported for individual CLEC, aggregate CLECs, and USW retail customers.	Business Rules: Notes: Exclusions: CLEC or CLEC's Customer-caused delays, Orders issued pending: Right of Way; facilities; or customer deposit are excluded.		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with USW retail operations for resale and UNE-P. Parity with POTS Dispatch-In for unbundled loops. Parity with switched access trunks for interconnection and unbundled transport. **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*CLEC/ILEC Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity*
Collocation Provisioning							
CP-1 **Collocation Provisioning** **Installation Commitments Met**	[(Total Orders completed on Original Due Date) / (Total Number of Orders Issued)] x 100	To evaluate the extent to which USW completes collocation arrangements for CLECs as scheduled or promised. Original due date matched by completion date is counted as a met due date. A due date missed for standard categories of reasons is counted as met. All collocations assigned a due date by USW are measured, including those with CLEC-requested due dates longer than the standard interval and those with extended due dates negotiated with the CLEC. Measures the percentage of collocation orders for which the committed due date is met. Results for this indicator will be disaggregated and reported as follows: Physical Collocations; and Virtual Collocation.	Business Rules: Notes: CLEC orders involving requests for due dates beyond the standard interval; CLEC-caused due date misses. Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** 100% within committed interval **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
CP-2 **Collocation Provisioning Installation Interval**	Σ[(Collocation Completion Date) - (Collocation Down Payment Date)] / (Total Number of Collocations Completed in Reporting Period)	To evaluate the timeliness of USW's installation of collocation arrangements for CLECs, focusing on the average time to complete such arrangements. Measures the interval between the receipt of the down payment from the CLEC and the completion of the collocation installation, expressed in calendar days. Results will be disaggregated and reported as follows: A. Physical Collocation B. Virtual Collocations.	Business Rules: Notes: CLEC orders involving requests for due dates beyond the standard interval; CLEC-caused due date misses Exclusions:		State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** New Physical - 100% within 90 calendar days for new physical including cageless and shared Virtual – 100% within 60 days of augments **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**CLEC/ILEC Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity**
Collocation Provisioning (Diagnostic)							
DCP-3 **Collocation Provisioning** **Collocation Feasibility Study Commitments Met**	[(Total Collocation Feasibility studies completed in agreed-upon timeframe) / (Total Collocation Feasibility studies completed)] x 100	To evaluate the degree to which USW met its stated commitment in the sub-process function of providing a collocation feasibility study to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators. Measures the percentage of Central Office collocation studies for feasibility of installation that are completed within the allotted time frame for such studies. Feasibility studies included are those associated with collo-cation arrangements completed in the reporting period. State-specific results will be reported for individual CLECs and aggregate CLECs.	Business Rules: Notes: Exclusions: Studies delayed for customer reasons are counted as met.	Results will be reported as follows: DCP-3A Physical Collocation DCP-3B Virtual Collocation	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** 100% within committed interval **MCI-WC:** **USW :**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	***Formula***	***Description***	***CLEC/ILEC Comments On Measure/Formula***	***Reported by Types of Svce, Orders, Interfaces, Centers***	***Geo Repting/ Rept Period***	***Reporting Groups***	***CLEC/ILEC Comments on levels-disaggregation/Benchmark/Parity***
DCP-4 **Collocation Provisioning** **Average Collocation Quote Interval**	Σ[(Date of Quote delivery to CLEC) – (Date of receipt of CLEC request for Collocation quote)] / (Total number of requests received for Collocation quotes)	To evaluate the timeliness of the USW sub-process function of providing a collocation quote commitment to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators. Measures the average interval to respond to Central Office collocation studies with quote commitments. Quotes included are those associated with collocation arrangements completed in the reporting period. State-specific results will be reported for individual CLECs and aggregate CLECs.	Business Rules: Notes: Exclusions: Quotes delayed for customer reasons.	Results will be reported as follows: A. DCP-4A Physical Collocation B. DCP-4B Virtual Collocation	State and Monthly.	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Space Availability – 100% in 15 days Price Quote – 100% in 15 days **USW :**

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Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**Comments on levels-disaggregation/Benchmark/ Parity**
Interfaces							
Notification of Outages	Sum((date & time of interface outage) - (date & time of outage notification)) / (Total number of interface outages) Number of Interruptions To be measured by: • switching • transport • network fire related incident • outage, network blockage • 911 • SS7	Measures the average time the CLEC is notified of an outage of an interface	Business Rules: Notes: Exclusions:	All Interfaces	State and Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Tracking Indicator **MEASUREMENT:** Benchmark Standard – 97% in 15 minutes
Percentage of Time Interface is Available	[(Number of schedule system available hours)-(#of unscheduled system unavailable hours)]/(Scheduled system available hours) *100	Measures percent of time OSS interface is available compared to scheduled availability.		Pre-Ordering, Ordering, and Maintenance & Repair for All Interfaces	State and Monthly.	By interface type.	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** Parity for system used by ILEC/CLEC Standard – 99.25%
Center Responsive-ness	(Total queue time, ((Date & Time of Call Answer) - (Date & Time of Call Receipt)) / (Total Calls Answered by Center))	Measures the average time it takes the ILECs work center to answer a call.		Work Center Group/ Ordering and Repair	Monthly	ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT** <u>Repair Centers</u> Standard – avg. 20 seconds <u>Ordering Centers</u> Benchmark Standard – avg. 15 seconds

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**Comments on levels-disaggregation/Benchmark/ Parity**
Provisioning							
LNP Network Provisioning	(Total number of LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.	Provisioning failure data will be collected at two points in the provisioning process: Partial failures of NPAC broadcasts to reach and be processed by the ILEC LSMS Individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP) Excludes total failures from the NPAC to *all* LSMS systems. Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC)		State and Monthly	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with retail

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*Comments on levels-disaggregation/Benchmark/ Parity*
Percent Completed Within Standard Interval	Total I or N,T, C orders completed within the standard interval from receipt of valid error-free Purchase Order Number / Total I, or N,T, C orders Exclusions: Customer requested due dates greater than the standard interval, and misses due to customer reasons.	Measure of orders completed within the standard interval of receipt of valid, error free service request. Excludes orders where customer requested a due date greater than the standard interval and orders missed due to customer reasons.	Business Rules: Notes: Exclusions:	SGT(excluding POTS Resale and UNE POTS)	State and Monthly	CLEC, CLEC Aggregate, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity for Resale is Retail Parity for UNE measured for the following UNE's: 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port–Basic Analog/Coin UNE Port–CENTREX UNE Port–ISDN (BRI) UNE Port–DS1/ISDN-PRI (incl. DS1 line port) UNE Port–PBX DID UNE Dedicated Transport (incl. DS1 and DS3) UNE Platform (PB only) Interconnection Trunks

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*Comments on levels-disaggregation/Benchmark/ Parity*
Percent Company Missed Due Dates Due to Lack of Facilities	(Total I or N,T,C orders with missed due dates due to lack of facilities / Total # of I or N,T,C orders) x 100	Percent of I or N,T,C orders with missed due dates due to lack of facilities. Note: Results are also included in measure 12a. 71.	Business Rules: Notes: Exclusions:	SGT	State and Monthly	CLEC, CLEC Aggregate, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity for Resale is retail Parity for UNE measured for the following UNE's: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Dedicated Transport (incl. DS1 and DS3)UNE Platform (PB only)Interconnection Trunks

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*Comments on levels-disaggregation/Benchmark/ Parity*
Percentage Troubles in 30 days for New Orders	(Total number of customer trouble reports received within 30 calendar days of service order completion / Total I or N,T,C completed orders) x 100 Exclusion: Trouble reports received on the due date	Percent of customer trouble reports, not caused by CPE or inside wiring, received within 30 calendar days of service order completion excluding subsequent reports and reports attributable to CLEC.	Business Rules: Notes: Exclusions:	SGT, LNP Reason Code: When results are out of parity for a reporting period, ILECs will provide disagg. by maintenance disposition reason code for major categories as diagnostic data (i.e. not used as part of parity assessment).	State and Monthly	CLEC, CLEC Aggregate, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMEMTS:** Parity for Resale is retail Paritu for UNE measured for the following UNE's: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port–Basic Analog/Coin UNE Port–CENTREX UNE Port–ISDN (BRI) UNE Port–DS1/ISDN-PRI (incl. DS1 line port) UNE Port–PBX DID UNE Dedicated Transport (incl. DS1 and DS3) UNE Platform Interconnection Trunks LNP (Port out)
Provisioning Trouble Reports (Prior to Service Order Completion)	(# of troubles that occur from service order creation to service order completion for CLEC orders) / (total # of CLEC orders processed during the reporting period) Exclusions: Reports due to CPE, inside wiring and reports attributable to the CLEC	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur to CLEC customer orders during the provisioning process	Business Rules: Notes: Exclusions:	SGT: For this measure only: Resale, UNE Loop, UNE Port and LNP	State and Monthly	CLEC, CLEC Aggregate, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity with retail

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*Comments on levels-disaggregation/Benchmark/ Parity*
Percentage of Orders Given Jeopardy Notice	(Number of Orders Jeopardized) / (Number of Orders Confirmed) (FOC'd)	Percentage Jeopardies Returned is the percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC	Business Rules: Notes: Exclusions:	SGT and by Lack of Facilities and Other Reason Code All Interfaces including Manual	State and Monthly	CLEC, CLEC Aggregate, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** **Parity for Resale is Retail** **Parity for UNE measured for the following UNEs:** 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port–Basic Analog/Coin UNE Port–CENTREX UNE Port–ISDN (BRI) UNE Port–DS1/ISDN-PRI (incl. DS1 line port) UNE Port–PBX DID UNE Dedicated Transport (incl.DS1 and DS3) UNE Platform Interconnection Trunks

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**Comments on levels-disaggregation/Benchmark/ Parity**
Average Jeopardy Notice Interval	**Assignment Issues** 1. Jeopardies identified during Assignment Sum((Date and Time of Committed Due Date for the Order) - (Date and Time of Jeopardy Notice)) / (Number of Orders Jeopardized) **Installation Issues** 2. Jeopardies identified during installation prior to due time Sum (Committed Due Date and Time - Due Date and Time of Jeopardy Notice) / (Number of Installation Jeopardy Notices) 3. Notification of Missed Commitments Sum (Due Date and Time of Missed Commit Notice - Due Date and Time of Order) / (Number of Missed Commit Notices)	Jeopardy Interval is the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date. Also included in this measure is notification to CLEC that order commit date/time has been missed (Missed Commit Notices)	Business Rules: Notes: Exclusions: Delays for customer reasons.	SGT and by Lack of Facilities and Other Reason Code All Interfaces including Manual	State and Monthly	CLEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** TBD

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**Comments on levels-disaggregation/Benchmark/ Parity**
Billing							
Usage Timeliness	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages Available for Transmission in Reporting Period)	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is available to transmit to the CLEC.	Business Rules: Notes: Exclusions:	Resale, UNE (Intra and Inter LATA, etc.) Access Associated with Meet Point Billing Only	Monthly	CLEC, ILEC, ILEC Affiliate	COMMENTS: Critical Test Indicator **MEASUREMENT:** Parity for Resale and UNE Benchmark for Jointly provided switched access Standard – 95% in 5 Days.
Wholesale Bill Timeliness	Sum((Invoice Transmission Availability Date) - (Date of Scheduled Bill Cycle Close*)) / (Count of Invoices Transmitted in Reporting Period) *Bill Cycle Close = Bill Date	This measure captures the elapsed number of days between the scheduled close of Bill Cycle and the ILECs successful transmission of the associated invoice to the CLEC.	Business Rules: Notes: Exclusions:	Resale, UNE (Intra and InterLATA, etc.), Facilities/Interconnection	Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** Benchmark Standard 99% within 10 days
Accuracy of Usage Feed	(Number of Usage Records Deliver in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Transmitted) x 100	The completeness of content, accuracy of information and conformance of formatting will be determined based upon the terms of the individual CLEC interconnection agreements with the ILECs.	Business Rules: Notes: If CLECs do not provide information to ILEC, no measurement will be reported Exclusions:		Monthly	CLEC and CLEC Aggregate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** Benchmark – TBD
Usage Completeness	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) * 100	Measures the percentage of usage charges appearing on the correct bill.	Business Rules: Notes: Exclusions:	Resale, UNE (Intra and InterLATA, etc.), Facilities/ Interconnection	Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity for Resale and UNE Benchmark for Facilities/Interconnection Standard – 95%

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**Comments on levels-disaggregation/Benchmark/ Parity**
Recurring Charge Completeness	(Count of fractional recurring charges that are on the correct bill*/ total count of fractional recurring charges that are on the bill) x 100 * Correct bill =next available bill USW will provide by count of charges USW will provide by dollar charges	Measures the percentage of fractional recurring charges appearing on the correct bill.		Resale, UNE (Intra and InterLATA, etc.), Facilities/ Interconnection	Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENTS:** Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials – Standard 90% GTE: Interim Benchmark for Resale and UNE: Standard – 80% (until 2/2000) Benchmark for Facilities Interconnection: Standard – 90%
Non-recurring Charge Completeness	(Count of non-recurring charges that are on the correct bill period / total count of non-recurring charges that are on the bill) x 100 * Correct bill =next available bill USW will provide by count of charges USW will provide by dollar charges	Measures the percentage of non-recurring charges appearing on the correct bill.	Business Rules: Notes: Exclusions:	Resale, UNE (Intra and InterLATA, etc.), Facilities/ Interconnection	Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard - 90% Benchmark for Facilities/Interconnection: **Standard – 90%**

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**Comments on levels-disaggregation/Benchmark/ Parity**
Bill Accuracy	(Total monies billed without corrections / total monies billed) x 100 Provided for Each of the Following: *Usage *Recurring Charges *Non-recurring Charges	Measures the percentage the total bill amount that is not adjusted by correcting service orders or adjustments for the month.	Business Rules: Notes: Exclusions:	Resale, UNE (Intra and InterLATA, etc.), Facilities/ Interconnection	Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard - 95% Benchmark for Facilities/Interconnection: Standard - 95%
Accuracy of Mechanized Bill Feed	(Total # of files that passed / Total # of files sent in that reporting period) * 100	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC.	Business Rules: Notes: If CLECs do not provide information to ILEC, no measurement will be reported Exclusions:		Monthly	CLEC and CLEC Aggregate	**COMMENTS:** N/A to test **MEASUREMEMT** Benchmark - TBD

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*Comments on levels-disaggregation/Benchmark/ Parity*
Database Updates							
Percent Database Accuracy	((Count of Updates Completed w/o error / (Count of Updates Completed)) x 100 Measure for the Following: • 911/E 911 MS • DA/Listings Database	Measures the percentage of data base updates completed without error.	Business Rules: Notes: Exclusions: CLEC caused errors		Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** Parity for service order generated updates Direct Gateway Input
Average Database Update Interval	((Completion Date & Time) - (Update Submission Date and Time)) / (Count of Updates Completed in Reporting Period) Measure for the following: • DA/Listings Database	Measures the average time to update databases.	Business Rules: Notes: Exclusions:		Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** Parity for service order generated updates Benchmark for direct gateway input updates Standard - 95% in 8 Days

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	**Formula**	**Description**	**Comments On Measure/Formula**	**Reported by Types of Svce, Orders, Interfaces, Centers**	**Geo Repting/ Rept Period**	**Reporting Groups**	**Comments on levels-disaggregation/Benchmark/ Parity**
Network Performance							
Percent Blocking on Interconnection Trunks	(Number of dedicated transport trunk groups exceeding 2% blockage / total number of dedicated transport trunk groups) x 100	Percent of dedicated transport trunk groups exceeding 2% blockage.	Business Rules: Notes: Exclusions:	Exception Reporting Only where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity	Monthly	By CO and Trunk Type (e.g. EAS, Toll, InterLATA, 911, etc.) where individual trunk types can be distinguished Plus Histogram	**COMMENTS:** **MEASUREMENT:** Parity – comparison made to ILEC final trunk groups
Percent Blocking on Common Trunks	(Number of common transport trunk groups exceeding 2% blockage / total number of common transport trunk groups) x 100	Percent of local common transport trunk groups exceeding 2% blockage.	Business Rules: Notes: Exclusions:	Exception Reporting Only	Monthly	By CO and Trunk Type (e.g. EAS, Toll, InterLATA, 911, etc.) where individual trunk types can be distinguished Plus Histogram	**COMMENTS:** **MEASUREMEMT:** Benchmark: 2% of trunk groups blocking at no more than 2%
NXX Loaded By LERG Effective Date	(# of NXXs loaded in LERG for each load) / (# of NXXs scheduled to be loaded by LERG effective date) * 100 Exclusion: any NXX codes with requested loading intervals of less than 45 days (industry standard interval)	Measures the number of NXXs loaded and tested prior to the LERG effective date.	Business Rules: Notes: Exclusions:		Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** N/A to test **MEASUREMENT:** Parity – comparison made to results for loading ILEC NXX codes by the LERG effective date.
Network Outage Notification	Sum(Date and Time of ILEC Outage Aware/ Notified) - (Date and Time Outage Notification the CLEC) / Number of Interruptions To be measured by: • switching • transport • network fire related incident • outage, network blockage • 911 • SS7	Measures the time period for notification of a network outage.	Business Rules: Notes: Exclusions:	Exception Reporting Only, By Switch.	Monthly	CLEC, ILEC, ILEC Affiliate	**COMMENTS:** N/A to test **MEASUREMENT:** Parity

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*Comments on levels-disaggregation/Benchmark/ Parity*
Pre-Order/Ordering							
MODIFY CURRENT MEASURE **DPO-2** **Average Reject Notice Interval**	Sum (Business date and time of ILEC transmission of order rejection) - (Business date and time of order receipt) / (# of orders rejected). Faxes: Sum (fax date and time returned) - (Fax, date and time received) / (# of faxes submitted in reporting period.	Reject Interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of syntax rejection to the CLEC.	(mechanized).	SGT: For this measure only by Resale, and Facilities based/UNEs. SOT, All Interfaces Including Faxes Reason Code Disaggregation by "Edit Engine: and "Other Edits"	State and Monthly	CLEC, CLEC Aggregate, ILEC Affiliate	**COMMENT:** Critical Test Indicator **MEASUREMENT:** Electronic – Standard Avg. 20 min Electronically Received/Manually Handled – Standard Avg. 5 hours Manually received/Manually Handled – Standard – Avg. 10 hours.

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*Comments on levels-disaggregation/Benchmark/ Parity*
Ordering and Provisioning (Diagnostic)							
Delay Order Interval to Completion Date (For lack of Facilities)	Sum(Completion date - Committed order due date (for orders missed due to lack of facilities)) / (Total orders missed due to lack of facilites completed in the reporting period) • For lack of facilities only • Disaggregated by 30 and 90 day intervals.	Average calendar days from due date to completion date on company missed orders due to lack of facilities.	Business Rules: Notes: Exclusions:	SGT	State and Monthly	CLEC, CLEC Aggregate, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** **Parity for Resale is Retail** **Parity for UNE measured for the following UNEs:** 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544MBPS capable/HDSL) UNE Dedicated Transport UNE Platform Interconnection Trunks

Measurements and Formulas				Levels of Disaggregation			
Measurement Title	*Formula*	*Description*	*Comments On Measure/Formula*	*Reported by Types of Svce, Orders, Interfaces, Centers*	*Geo Repting/ Rept Period*	*Reporting Groups*	*Comments on levels-disaggregation/Benchmark/ Parity*
DOP-3 **Held Order Interval (Includes lack of Facility)**	Sum (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date) For all orders pending and past the committed due date.	Measures time period that service orders are not completed by the original due dates for any reasons including lack of facilities		SGT Reason Code When results are out of parity for a reporting period, ILECs will provide disagg by missed appointment reason code information as diagnostic data (i.e. not used as part of parity assessment).	State and Monthly	CLEC, CLEC Aggregate, ILEC, ILEC Affiliate	**COMMENTS:** Critical Test Indicator **MEASUREMENT:** **Parity for Resale is Retail** **Parity for UNE measured for the following UNEs:** 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544MBPS capable/HDSL) UNE Dedicated Transport UNE Platform. Interconnection Trunks

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DEFINITIONS OF TERMS

TERM	DEFINITION
Automatic Location Identification (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) and the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI information may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Identification databases.
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and is in service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Coordinated Cut Over	A coordinated cut-over is the live manual transfer of an ILEC end user to a CLEC completed with manual coordination by ILEC and CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.

DEFINITIONS OF TERMS

TERM	DEFINITION
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: 1-9 lines: 1 Hour 10-49 lines: 2 Hours 50-99 lines: 3 Hours 100-199 lines: 4 Hours 200 plus lines: 8 Hours
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The activity performed to activate a service.

DEFINITIONS OF TERMS

TERM	DEFINITION
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting in the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.
Lack of Facilities	A shortage of facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Mechanized Bill	A bill generated and delivered using electronic process, including the transmission process.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. § 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (*e.g.*, CLASS features).

DEFINITIONS OF TERMS

TERM	DEFINITION
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information of a customer's current service and billing profile that is available to a CLEC via ILEC OSS.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects:, syntax, which occur if required fields are not included in the LSR:, and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, *e.g.*, UNE loops.
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs.
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.

DEFINITIONS OF TERMS

TERM	DEFINITION
Switched Access Meet Point Billing	A billing arrangement used when two or more LECs jointly provide a switched access service over Meet Point Trunks, with each LEC receiving an appropriate share of the revenues. The access services will be billed using switched access rate structures, and the LECs will decide whether a single bill or multiple bill will be sent. If the LECs cannot agree, multiple bills will be sent.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion that involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion.
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call